

CUSTOMER SERVICE SURVEY

DTSC Trinity CUPA

8800 Cal Center Drive, Sacramento, California 95826

TOLL FREE (866) 348-0028 / FAX (760) 352-1641

Please complete this annual evaluation and return to our office via mail, email vlopez@dtsc.ca.gov or fax 760-352-1641. Your feedback is critical to continue improving service to our customers.

NAME _____ DATE _____

ORGANIZATION _____ TELEPHONE _____

E-MAIL _____

What is your overall evaluation of the following:

Overall Program Customer Service

- ☐ Excellent
☐ Satisfactory

- ☐ Very Good
☐ Unsatisfactory

Inspector's Knowledge

- ☐ Excellent
☐ Satisfactory

- ☐ Very Good
☐ Unsatisfactory

Availability of Inspectors

- ☐ Excellent
☐ Satisfactory

- ☐ Very Good
☐ Unsatisfactory

Training / Outreach

- ☐ Excellent
☐ Satisfactory

- ☐ Very Good
☐ Unsatisfactory

What did you like about your experience with us? _____

Do you need any additional information and/or training information from the CUPA, please state? _____

What changes, if any, would improve our customer service? _____

Please rate the following:

- | | YES | UNDECIDED | NO |
|---|--------------------------|--------------------------|--------------------------|
| 1. Was it clear to you from the beginning on what was required of you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Did the inspectors/clerical provide you with the assistance you requested? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Were we courteous? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Did you benefit from the experience? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Did you utilize the handouts that were available to you? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Did you get satisfactory answers to your questions in a timely manner? | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |